

about how to deal with different opinions and difficulties, and what to do in case these differences and difficulties may cause or already caused the collision. My advise to those who are at the beginning of this path – practice as much as possible, at the workplace or in families and with friends, initially even without remuneration.

Remember – the decisive factor is your and your client's or subordinate's attitude towards the conflict and the ability to deal with it!

We can influence both to help in achieving the best possible outcome – inner peace and true feeling of justice.

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### **CACHING APPROACH IN MODERN MEDIATION PRACTICE**

If we consider the traditional methods of resolving disputes: court, arbitration, settlement agreement, then in all these methods the decision is made or approved by a third party. The disputing parties must accept and execute this decision regardless of their attitude towards it.

Mediation is not a court of law. This is a joint creative work of the parties, which often leads to unexpected decisions for the parties. In conditions of limited time, it is important for a mediator to be able to create a trusting and safe space for the disclosure of the personal potential of the parties,

In order to solve this and other problems in modern mediation practice, such technology as mediation coaching is used - this is an individual conversation with the parties to the conflict. Coaching focuses on future opportunities rather than past mistakes. The philosophy of coaching is based on the idea that for a person, internal obstacles are often more difficult to overcome than external ones. (1).

Overcoming these obstacles is the responsibility of the client and the coach, working as a “one team”. This meta-model of mediation adds a new level to the establishment of mutual understanding and trust with each side, to understand the dynamics of the conflict. from their point of view and to help them in identifying and articulating what is most important to them, and to prepare for negotiations with other parties. (2).

The main focus of the media coaching process is on the following points: 1) Setting goals. In which direction the client would like to clarify for himself the conflict in which he found himself. 2) Reality survey. What is the current situation related to the conflict? 3) List of possibilities. List possible ways to resolve the conflict. 4) Selection of an acceptable option. What is the client going to do (what options does he choose)? 5) Formulation of the agenda of the mediation session. What can a client do in a session to achieve his goal?

The main idea of media coaching is based on dialogue. Then the parties can communicate constructively and respectfully, be much better suited to resolve conflicts and resolve disputes themselves.

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1. Sarah Hughes How could a 3-step coaching model help executives handle workplace conflict? 2019, International Journal of Evidence Based Coaching and Mentoring, Special Issue 13. p.16-31.

2. Nadja Alexander The mediation meta-model: The realities of mediation practice. – 2011, ADR Bulletin: The Monthly Newsletter on Dispute Resolution. 12, (6). p.126-131.